

STATE OF MISSOURI



Information Technology Advisory Board

September 27, 2006 Meeting Minutes

Attendees:

Dan Ross, CIO ITSD

Gary Lyndaker, ITAB Chair, CIO ITSD/DMH

Paul Wright, ITAB Vice-Chair, CIO ITSD/DESE

Adams, Steve OA/ITSD-DSS	Byers, Chip MOREnet	Brooks, Pat OSCA	Hodge, Gina ITSD-DHE
Falter, Jeff ITSD-SEMA	Willingham, Mary Public Defender	Tedeschi, Debbie ITSD-DOR	Monda, Paul Adjutant General
Miller, Mike MoDOT	Moeller, Daniel STO	Young, Doug MDC	Lanclos, Ryan ITSD-MDA
Branson, Jim ITSD-DHSS	Renick, Cindy SAO	Gronauer, Cliff MSHP	Mertens, Chris ITSD-OA
Jobe, Elena ITSD-DNR	Beckwith, Rich MO House	Dwyer, Tim ITSD-DIFP	Mihalevick, Rick Linn State
Davis, Rob ITSD-DOLIR	Craig, Todd Public Service Commission	Gerling, Richard MO Ethics Commission	

Gary Lyndaker called the meeting to order at 8:30 a.m.

PRESENTATIONS/DISCUSSION ITEMS

1. Tom Stokes and Dan Ross congratulated, expressed their appreciation to, and presented Project Management Certificates to the following people:

Frank Anderson	DHSS	Pamela Keep	ITSD/DSS
John Berhorst	OA/ITSD	Ronald Kimball	MDC
Thomas Bose	MDC	Rebecca Russell	Judiciary
Stephanie Brooks	OA/ITSD	Elizabeth Stauffer	MODOT
Howard Carter	OA/ITSD	Mary Wieberg	ITSD/DHSS
Jeremy Crocker	ITSD/DED	Michael Wilson	ITSD/DOR
Randall Hutton	ITSD/DSS	Alicia Weaver	OA/ITSD

2. Pete Wieberg, OA-ITSD's Director of Networks and Telecommunications, presented the FY07 Internet Cap for ITAB approval. Copies of Pete's FY07 Internet Cap and Future Projects and Directions presentation, and Internet Cost Allocation Plan FY07 were sent via email to the ITAB group. Following completion of the presentation, Gina Hodge moved to accept the FY07 Internet Cap, Elena Jobe seconded the motion, and the FY07 Internet Cap was accepted.

ACTION ITEMS

1. ITAB August 30, 2006 meeting minutes were presented for approval. Doug Young motioned to approve, Ryan Lanclos seconded the motion, and the minutes were approved.
2. **Last Meeting Action Items**
Dan indicated a few more nominations were received for employee of the month. Gary encouraged more nominations for deserving employees.

GENERAL BUSINESS

1. CIO Discussion (Dan Ross)

- a. **Next Generation Network** – Five responses, including two no-bids, were received for the NGN. Dan thanked the vendors who submitted bids.
- b. **State Interoperable Radio** – Dan told the group the Governor appointed a committee that is meeting regularly and devising a strategic plan for radio operability. This project includes a decision item of approximately \$40 million and is under Capital Improvements.
- c. **Meetings with Consolidated IT Directors** – So far, Dan has met with 3 consolidated IT directors in order to stay current on what is/is not working, priorities, issues, etc. in an effort to generate action items to assist IT directors.
- d. **Charitable Campaign** – Dan thanked those who pledged to the charitable campaign and encouraged everyone to return their cards and get the campaign finished up for another year.

2. ITAB Chair Items (Gary Lyndaker, ITSD-DMH, CIO)

- a. **Compliments about IT Service** – Gary encouraged people to continue sending in more complements about good IT services. These should be forwarded to Mary Luebbert, Dan's assistant.

ITAB COMMITTEE UPDATES

1. **Architecture Review Committee (Ron Thomas)** – Ron noted to the group that during the last bulk buy there was opportunity to bring in the manufacturers and discuss technology as they were looking into putting together requirements for the current bulk buy. As a result, a move into new chip technology will be taking place. A small group will be created to work with the infrastructure domain on the new chip technology and what it means to the State. Anyone with questions/concerns/comments can send a note to Ron.

The following groups reported artifacts. (For a complete list of the documents please refer to the 9/15/06 email sent to the ITAB group from Mary Luebbert, on behalf of Ron Thomas. These documents are posted on the Architecture web site.)

- **Infrastructure Domain (Ron reported for Mike Schweiss, who was unable to attend)** – Ron highlighted that this centered around a refresh on printers and laptops. The core changes were cycle life on desktops to 3–5 years, and laptops to 3–4 years. Originally, these documents were approved and put into place with general requirements. Later it came to life that with the bulk buys, there are always changes. Therefore, as part of the actual documents, they now read "refer to the current bulk buy".
 - **Security Domain (Lori Kleckner)** – Lori briefly reviewed the approved Security Domain documents.
 - **Systems Management Domain (Tim Dwyer)** – Tim briefly reviewed the approved Systems Management Domain documents.
2. **Digital Media Developers Committee (Bobbie Koelling)** – Following are some items Bobbie reported for the DMD:
 - a. The DMD committee reviewed the online services XML schema last month and requested feedback in regard to the layout of the schema by September 30th.
 - b. Stats from the Brown University study and the DMD Web Survey results have been placed on the DMD web site at <http://dmd.mo.gov/>
 - c. DMD has a Google subcommittee and they are asking that each agency send in their agencies Google Search Engine contact information so that everyone has a point of contact.
 3. **MOTEC Update (Jeff Falter)** – Jeff noted written reports were emailed prior to the meeting and reported nothing further.
 4. **Personnel Committee (Chris Wilkerson)** – Chris is away on vacation for the next couple of weeks; therefore, a report was not available.
 5. **Project Management Steering Committee (Steve Adams)** – Steve reported due to some scheduling conflicts the PMSC had to postpone their meeting and therefore have no report.
 6. **User Group Coordination (Jeff Falter/Debbie Tedeschi)** – Refer to the written reports sent out via email prior to the meeting. Jeff reported they have not received reports from two groups:
 - a. The WebSphere User Group has been inactive this year and had no report.
 - b. The Windows Developers User Group has not submitted a report. Jeff will forward their report when it arrives.
 7. **Internet/MOREnet (Chip Byers)** – Chip had nothing to report outside the written reports submitted prior to the meeting.
 8. **Statewide Purchasing Update (Gary Eggen)** – Gary reported the following:
 - a. Efforts are underway with wireless communication services which includes both the phone and data under one bidding contract.
 - b. On the PC Prime Vendor contract, a question has come up about lease/purchase. Gary noted that lease/purchase provision was not included.
 9. **Technology Services Update (Marilyn Gerrard-Hartman for Chris Wilkerson)** – Marilyn reported Technology Services has been working with Microsoft on a statewide training support agreement. The plan is for everyone to be able to take advantage of a single agreement. It is hoped that a revolving fund can be set up for ease of management. One of the advantages would be that all agencies regardless of whether they need just a few hours or many hours would be able to take advantage under a single agreement.
 10. **MO GIS Advisory Council/GIO Update (Ryan Lanclos/Jeff Falter)** – Ryan reported the following:
 - a. The advisory committee voted and approved the work plan report.
 - b. An item came up in the last meeting related to homeland security data exchange between local governments and the State of Missouri. Many local governments charge back data to recover costs and some are charging above cost recovery just for data creation. The committee is trying to get together a forum (a moderated forum outside of the committee environment) to come up with a position statement from the State of Missouri regarding this issue. Ryan told the ITAB that he is interested in knowing if State agencies have agreements with local governments, MOU's, etc.

OPEN DISCUSSION

1. **DSS Receives National Award** - Steve Adams announced that they were pleased to receive a national award at the American Public Human Services Association Information Systems Management conference for the innovation award for their child abuse & neglect hotline application that is used for screening incoming calls to provide protocols.
2. **National Guard Update** – COL Paul Monda provided the ITAB with the following update:

- The Guard put a contract out for increase on bandwidth as a Guard entity. Paul noted the Guard must maintain a separate network due to special requirements. He announced the contract was awarded to AT&T. This will be implemented over the next couple of months.
- Missouri recently received satellite kits which provide mobile data, video, and voice over IP. Paul will be working with Dan to get a POC. Two of the satellite kits are designated for State government support. These kits are a military field type version equipped with generators, and they come in a trailer. Dan noted the units will need to be stored in State owned covered storage areas and urged anyone with available storage areas to contact him.
- 3. Commissioner Announcement** – Gina Hodge announced that DHE's interim commissioner resigned and that they are currently without a commissioner/interim commissioner.
- 4. Active Directory Team Receives Government Award** – Bill Bott announced that the Active Directory Team won a government award for quality and productivity.
- 5. Computer World Honors Award** – Mike Miller announced that MoDOT, along with IBM, received a Computer World Honors award back in June for the motor carriers program.
- 6. Employee Retention & Hiring Issues** – Pat Brooks asked the group if there were others experiencing problems with employee retention and hiring new employees. Gary referenced the presentation given by Paul Wright and discussion held during the August 30, 2006 ITAB meeting regarding these issues. Pat asked if the State had a plan in place to address the gap in salaries between the State and the private sector. Paul Wright announced that they are holding a meeting to discuss these issues. He stated they are addressing the inability to find qualified individuals. Pat stated that even if qualified competent staff are found, the State is not able to retain them because of the low salaries offered in comparison to salaries offered in the private sector. Dan reiterated that they are looking at strategies to market IT through middle and high schools. In regard to existing staff, Dan noted that under consolidation, they are looking at all available funds with a couple notions in mind, one of which is moving employees who are low on the pay scale up to at least the C-step right away. If there are funds available beyond that, then move them up to the average pay among ITSD staff in that range. Being addressed separately, in instances where employees are in high-end pay scale categories, the State will mandate performance appraisals and with a successful performance appraisal, an employee will be eligible to receive additional compensation. Within the lack of existing resources, there is no decision item going out specifically to address this problem. This message needs to get through the legislature, to the Oversight Committee, and others who will be considering the application of resources. The good news is that the Commissioner and the Governor may make some funds available for discretionary pay increases for those who have successful performance appraisals. Development of a standard for a successful performance appraisal system is now underway. It will be after the first quarter of the next calendar year before this is up and running.
- 7. Merit System Application Process** – Rich Beckwith with the Missouri House asked if the current merit system application process was an obstacle/barrier to getting people into State employment. Dan stated he believes for various reasons that the merit system may indeed be an obstacle to getting the right people into a State organization. There has been reluctance to change, partly because the merit system has been in place for quite some time. In addition, in order to make changes, the statute would be need to be opened up. Dan noted that opening up the statute would allow the possibility for an equal amount of risk to the amount of benefit. He stated he has testified on the Governor's committee on restructuring government where he shared day to day problems of working with the merit system. Note was taken, but there have been no specific recommendations to change it at this time. Dan noted that Chester White, Director of Personnel, would be glad to schedule a meeting through the ITAB or with the ITAB Directors to discuss the situation.

Gary noted a problem experienced in DMH was that often people who are below the top 15 on the register are the people the agency feels are the best candidates. He asked if other agencies experienced the same. There was a resounding "yes" from the group. Paul Monda noted that he believes when people do not have specific knowledge in a certain area, that they may rate themselves higher because they are unaware of everything that is involved in that particular area. Likewise, those who are knowledgeable in a certain area may rate themselves lower because they are more aware of everything that may be involved in that area (almost an inverse).

REVIEW OF ACTION ITEMS

- Dan will ask Chester White, Director of Personnel into speak with the ITAB group or IT Directors.
- Pete Wieberg needs responses on wireless contacts.
- Dan asked for suggestions of state-owned storage for the satellite kits.

Steve Adams moved to adjourn, Paul Monda seconded the motion, and the meeting was adjourned.

NEXT MEETING

The next ITAB meeting is scheduled for **Wednesday, October 25, 2006 at 8:30 a.m. at the Kirkpatrick State Information Center, Interpretive Center, 600 West Main Street, Jefferson City, MO.**